

**New Jersey BPU/Verizon**  
**Inactive Exception Status Summary as of 4/23/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>INACTIVE EXCEPTIONS</b>					
1	Verizon (VZN) Order Business Rules version 4.3.1 does not allow the line activity (LNA) field to be populated on the resale (RS) form when there is a "W" in the activity (ACT) field on the Local Service Request Form (LSR) form, necessary for "as is" conversions.	Closed	Review Complete	<p>10/02/00: Issued</p> <p>10/5/00: Verizon committed to a 10/6 written response to KPMG Consulting.</p> <p>10/12/00: KPMG Consulting received Verizon's written response; under review.</p> <p>10/18/00: KPMG Consulting is awaiting reissue of CLEC notification #1222 specified in Verizon's response.</p> <p>10/26/00: KPMG Consulting stated that the work around provided in notification #1222 was functioning properly. Verizon is to provide a date for implementation of a permanent fix.</p> <p>11/2/00: Verizon stated that a permanent fix would be implemented on 2/17/01.</p> <p>11/9/00: KPMG Consulting proposed to prepare a closure report. The NJ BPU requested the Exception remain open pending possible changes in the release date for the permanent fix.</p> <p>11/16/00: Verizon restated that the 2/17/01 date for a permanent fix is firm. No change in status to this exception.</p> <p>11/22/00: No change.</p> <p>11/30/00: No change.</p> <p>12/7/00: No change – Verizon outlined several issues which make changing the date problematic; however, still pursuing date change or other alternatives.</p> <p>12/14/00: No change.</p> <p>12/21/00: No change.</p> <p>12/28/00: No change.</p> <p>1/4/01: No change.</p> <p>1/11/01: As the permanent fix date of 2/17/01 now falls within the window of the test, a retest will be conducted. Discussion is suspended pending</p>	<p>NJ Exception Report #1</p> <p>Verizon response to NJ Exception Report #1</p>

**New Jersey BPU/Verizon  
Inactive Exception Status Summary as of 4/23/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	<b>INACTIVE EXCEPTIONS</b>				
				<p>the results of the retest.</p> <p>1/19/01: No change.</p> <p>1/25/01: No change.</p> <p>2/1/01: No change.</p> <p>2/8/01: No change.</p> <p>2/15/01: KPMG Consulting will submit orders commencing 2/19 following implementation of the Verizon fix on 2/17.</p> <p>2/22/01: KPMG Consulting submitted retest orders, but is delayed by an internal systems issue- being worked.</p> <p>3/1/01: Orders submitted by KPMG Consulting are in PCM status, awaiting BCMs. A disposition report recommending closure will be issued next week if orders continue processing correctly.</p> <p>3/8/01: BCMs were received. KPMG Consulting issued its disposition report recommending closure. This Exception is now Closed.</p>	
2	Multiple KPMG Consulting Customer Service Record (CSR) pre-order requests received incorrectly formatted system time out messages.	Closed	Review Complete	<p>10/06/00: Issued</p> <p>10/12/00: Verizon investigating</p> <p>10/18/00: Verizon committed to a 10/18 written response.</p> <p>10/26/00: KPMG Consulting has received Verizon's written response which is under review.</p> <p>11/2/00: KPMG Consulting stated that a written response was under development.</p> <p>11/6/00: KPMG Consulting issued an exception disposition report.</p> <p>11/9/00: KPMG Consulting's disposition report recommended closure of this exception. This Exception is now Closed.</p>	<p>NJ Exception Report #2.doc</p> <p>Verizon response to NJ Exception Report #2.PDF</p> <p>NJ Exception #2 Disposition Report.doc</p>
3	Verizon – New Jersey mishandled several disconnect orders.	Closed	Review Complete	<p>11/6/00: Issued</p> <p>11/9/00: Under analysis by Verizon</p>	NJ Exception Report #3.doc

**New Jersey BPU/Verizon**  
**Inactive Exception Status Summary as of 4/23/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	<b>INACTIVE EXCEPTIONS</b>				
				<p>11/16/00: Under analysis by Verizon – response likely by 11/21.</p> <p>11/22/00: Verizon stated this is still under analysis.</p> <p>11/30/00: KPMG Consulting stated that Verizon’s response was received 11/29 and is under review. KPMG Consulting will prepare a written response and report next week.</p> <p>12/4/00: KPMG Consulting issued an exception disposition report.</p> <p>12/7/00: KPMG Consulting’s disposition report recommended closure of this exception. This Exception is now Closed.</p>	<p>Verizon response to NJ Exception Report #3 .PDF</p> <p>NJ Exception #3 Disposition Report.doc</p>
4	During Provisioning Verification of xDSL loops, KPMG observed that Verizon failed to meet a number of Local Service Confirmation (LSC) dates that Verizon provided to CLECs.	Closed	Review Complete	<p>11/6/00: Issued</p> <p>11/9/00: Under analysis by Verizon</p> <p>11/16/00: Under analysis by Verizon – response likely by 11/21.</p> <p>11/22/00: Verizon stated this is still under analysis.</p> <p>11/30/00: KPMG Consulting stated that Verizon’s response was received 11/29 and is under review. KPMG Consulting will prepare a written response and report next week.</p> <p>11/29/00: KPMG Consulting received Verizon’s written response.</p> <p>12/4/00: KPMG Consulting issued an exception report update requesting additional information – closure was not recommended.</p> <p>12/7/00: Verizon will review the KPMG Consulting response and reply.</p> <p>12/14/00: Verizon is preparing its written response, expect 12-14.</p> <p>12/21/00: KPMG Consulting is preparing its written response and will likely close this Exception.</p> <p>12/26/00: KPMG Consulting’s disposition report</p>	<p>NJ Exception Report #4</p> <p>Verizon response to NJ Exception Report #4</p> <p>NJ Exception Report #4v1 Update</p>

**New Jersey BPU/Verizon  
Inactive Exception Status Summary as of 4/23/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	<b>INACTIVE EXCEPTIONS</b>				
				recommended closure of this exception. This Exception is now Closed.	
5	<p>KPMG Consulting observed several instances where Verizon's systems prevented orders submitted via EDI from flowing through in accordance with Verizon documentation.</p> <p>5b) Added additional PON examples</p>	Closed	Review Complete	<p>11/6/00: Issued</p> <p>11/9/00: Under analysis by Verizon. Additional PONs will be added from Observation #19.</p> <p>11/16/00: Under analysis by Verizon – response likely by 11/21.</p> <p>11/17/00: KPMG Consulting issued a revised version containing the additional PONs transferred from Observation #19.</p> <p>11/22/00: Verizon stated this is still under analysis.</p> <p>11/30/00: KPMG Consulting received Verizon's written response; under review.</p> <p>12/7/00: KPMG Consulting is finalizing its written response for issuance by COB 12/8/00.</p> <p>12/11/00: KPMG Consulting issued its written response.</p> <p>12/14/00: Verizon stated that its written response would be ready by COB 12/15/00.</p> <p>12/21/00: Verizon is reviewing the additional PONs provided by KPMG Consulting.</p> <p>12/28/00: Under analysis by Verizon</p> <p>1/4/01: No change.</p> <p>1/11/01: Verizon expected to issue their response by 1/12/01.</p> <p>1/12/01: KPMG Consulting received Verizon's written response.</p> <p>1/19/01: Under analysis by KPMG Consulting.</p> <p>1/25/01: KPMG Consulting is retesting the PONs in question KPMG is waiting for the updates to the Flow Through documentation from Verizon.</p> <p>2/1/01: Verizon web site updated. KPMG Consulting retest in progress.</p> <p>2/8/01: KPMG Consulting retest in progress. Expect to</p>	<p>NJ Exception Report #5</p> <p>NJ Exception Report #5b</p> <p>Verizon response to NJ Exception Report #5</p> <p>NJ Exception Report #5v1 Update</p>

**New Jersey BPU/Verizon  
Inactive Exception Status Summary as of 4/23/01**

<b>ID</b>	<b>Brief Description</b>	<b>Status</b>	<b>Status Reason</b>	<b>Notes</b>	<b>Additional Documents</b>
	<b>INACTIVE EXCEPTIONS</b>				
				<p>complete next week.</p> <p>2/15/01: No change.</p> <p>2/22/01: KPMG Consulting stated that the retest orders appeared to be processing correctly, and would likely draft a closure report for next week.</p> <p>3/1/01: After review of Verizon's response and additional data analysis, KPMG Consulting issued a disposition report recommending closure of this Exception. This Exception is now closed.</p>	
6	The testing of Verizon New Jersey (Verizon-NJ) switch translations by KPMG Consulting has resulted in a 28.6% failure rate.	Closed	Review Complete	<p>11/9/00: Issued</p> <p>11/16/00: Under analysis by Verizon.</p> <p>11/22/00: Verizon stated this is still under analysis.</p> <p>11/30/00: Verizon stated a written response would be sent by COB.</p> <p>12/7/00: KPMG Consulting is reviewing Verizon's response and will issue its written response by 12/14/00.</p> <p>12/13/00: KPMG Consulting issued its written response.</p> <p>12/14/00: Under analysis by Verizon. KPMG Consulting stated that part of its response would be deleted – this replacement has been sent.</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon. Response will include analysis for each PON.</p> <p>1/4/01: KPMG Consulting to provide additional information per Verizon request. Verizon expects to submit their written response by 1/5/00.</p> <p>1/11/01: Verizon expected to issue their response by 1/12/01.</p> <p>1/16/01: KPMG Consulting received Verizon's written</p>	<p>NJ Exception Report #6</p> <p>Verizon response to NJ Exception Report #6</p> <p>NJ Exception Report #6v1 Update</p>

**New Jersey BPU/Verizon**  
**Inactive Exception Status Summary as of 4/23/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	<b>INACTIVE EXCEPTIONS</b>				
				<p>response.</p> <p>1/19/01: Under analysis by KPMG Consulting. Retest planning underway.</p> <p>1/25/01: KPMG Consulting will commence retesting the in the next week or so. Verizon is still completing work on the lines required for the test. This retest will be conducted in tandem with a retest of issues in Exception #15.</p> <p>2/1/01: KPMG Consulting retest is in progress in conjunction with the retest of the issues covered in Exception #15.</p> <p>2/8/01: No change.</p> <p>2/15/01: No change.</p> <p>2/22/01: No change.</p> <p>3/1/01: No change.</p> <p>3/8/01: KPMG Consulting issued an additional document request and is analyzing the retest data.</p> <p>3/15/01: No change.</p> <p>3/22/01: KPMG Consulting issued a disposition report recommending closure of this Exception. This Exception is Closed.</p>	
8	The testing of Verizon New Jersey (VZN-NJ) directory listing verification by KPMG Consulting indicates that VZN-NJ has not consistently ensured that directory databases are updated as specified in orders submitted by KPMG Consulting, resulting in a 31.6% failure rate.	Closed	Review Complete	<p>11/17/00: Issued</p> <p>11/22/00: Verizon stated this is under analysis.</p> <p>11/30/00: Verizon stated a written response would be sent by COB.</p> <p>12/7/00: KPMG Consulting is reviewing Verizon's response and will issue its written response by 12/14/00.</p> <p>12/14/00: KPMG Consulting continues its review &amp; is working with VZN on clarification of Business Rules.</p> <p>12/21/00: KPMG Consulting will issue a revised version</p>	NJ Exception Report #8

**New Jersey BPU/Verizon  
Inactive Exception Status Summary as of 4/23/01**

<b>ID</b>	<b>Brief Description</b>	<b>Status</b>	<b>Status Reason</b>	<b>Notes</b>	<b>Additional Documents</b>
	<b>INACTIVE EXCEPTIONS</b>				
				<p>of this Exception.</p> <p>12/28/00: Revised Exception under internal review at KPMG Consulting.</p> <p>1/4/01: No Change.</p> <p>1/11/01: KPMG Consulting committed to a written response by 1/15/01.</p> <p>1/12/01: KPMG Consulting issued its written response.</p> <p>1/19/01: Verizon requested clarification of why KPMG Consulting changed the denominator of the sample examined. KPMG Consulting stated that these were excluded because of KPMG Consulting input errors that invalidated these examples as test cases. Verizon and KPMG Consulting will conduct further discussions on this issue.</p> <p>1/25/01: Verizon and KPMG Consulting held additional discussions; Verizon has provided an additional response. KPMG Consulting will provide conclusions next week.</p> <p>2/1/01: KPMG Consulting is conducting a retest.</p> <p>2/8/01: KPMG Consulting received additional information from Verizon, the retest continues.</p> <p>2/13/01: After review of Verizon's response and additional data analysis, KPMG Consulting issued a disposition report recommending closure of this Exception. This Exception is now closed.</p>	
9	KPMG Consulting CLEC Specific C2C Reports for September are not populated with all KPMG Consulting production transactions.	Closed	Review Complete	<p>11/27/00: Issued</p> <p>11/30/00: Verizon stated a written response would be sent by COB 12/1/00.</p> <p>12/5/00: Verizon submitted its response in the form of a reissued September report. This is under review by KPMG Consulting.</p>	NJ Exception Report #9

**New Jersey BPU/Verizon**  
**Inactive Exception Status Summary as of 4/23/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	<b>INACTIVE EXCEPTIONS</b>				
				<p>12/14/00: KPMG Consulting continues its review.  12/21/00: No change.  12/28/00: No change.  1/4/01: No change.  1/11/01: No change.  1/19/01: KPMG Consulting will issue a response by 1/25.  1/25/01: KPMG Consulting has received additional information and continues to develop its written response – This will likely take the form of a revised Exception.  2/1/01: KPMG Consulting has issued a revised exception and issued a response to Verizon’s initial response.  2/8/01: Verizon committed to providing a response by COB 2/9.  2/13/01: KPMG Consulting received Verizon’s written response – under analysis.  2/15/01: KPMG Consulting continues its analysis.  2/22/01: No change, response likely early next week.  3/1/01: KPMG Consulting continues its analysis.  3/8/01: KPMG Consulting has completed its analysis and is preparing a disposition report recommending closure of this Exception.  3/9/01: KPMG Consulting issued its disposition report recommending closure.  3/15/01: This Exception is Closed.</p>	
10	Verizon-NJ (VZN-NJ) has failed to meet the targeted 95% success rate for the accurate reporting of trouble closeout codes (disposition, cause and final status) for Resale services.	Closed	Review Complete	<p>12/7/00: Issued  12/14/00: Under analysis by Verizon.  12/21/00: No change.  12/28/00: KPMG Consulting reviewing Verizon’s written response.  1/4/01: KPMG Consulting requested additional information from Verizon on 1/4/01.</p>	NJ Exception Report #10



**New Jersey BPU/Verizon  
Inactive Exception Status Summary as of 4/23/01**

<b>ID</b>	<b>Brief Description</b>	<b>Status</b>	<b>Status Reason</b>	<b>Notes</b>	<b>Additional Documents</b>
	<b>INACTIVE EXCEPTIONS</b>				
				<p>1/11/01: KPMG Consulting continues reviewing Verizon's written response and additional information provided by Verizon.</p> <p>1/19/01: No change.</p> <p>1/25/01: KPMG Consulting is collecting additional data.</p> <p>2/1/01: KPMG Consulting has requested additional documentation from Verizon referencing M&amp;Ps for closeout codes and trouble ticket DLTHs.</p> <p>2/8/01: KPMG Consulting received documentation from Verizon, however it does not include an explanation of the disposition codes - Verizon will check.</p> <p>2/9/01: KPMG Consulting received the requested documentation – under analysis.</p> <p>2/15/01: KPMG Consulting requested additional documentation (data request 102). Verizon will provide the documentation.</p> <p>2/22/01: KPMG Consulting has received the necessary documentation which is under review.</p> <p>3/1/01: No change.</p> <p>3/8/01: KPMG Consulting has completed its analysis and is preparing a disposition report recommending closure of this Exception.</p> <p>3/15/01: No change.</p> <p>3/19/01: KPMG Consulting issued a disposition report recommending closure of this Exception.</p> <p>3/22/01: This Exception is Closed.</p>	
11	Verizon-NJ (VZN-NJ) has failed to meet the targeted 95% success rate for the accurate reporting of trouble closeout codes (disposition, cause, and final status) for UNE/UNE-Loop	Closed	Review Complete	<p>12/7/00: Issued</p> <p>12/14/00: Under analysis by Verizon.</p> <p>12/21/00: No change.</p> <p>12/28/00: KPMG Consulting reviewing Verizon's written response.</p>	NJ Exception Report #11

**New Jersey BPU/Verizon**  
**Inactive Exception Status Summary as of 4/23/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	<b>INACTIVE EXCEPTIONS</b>				
	services.			<p>1/4/01: KPMG Consulting requested additional information from Verizon on 1/4/01.</p> <p>1/11/01: KPMG Consulting continues reviewing Verizon's written response and additional information provided by Verizon.</p> <p>1/19/01: No change.</p> <p>1/25/01: KPMG Consulting is collecting additional data.</p> <p>2/1/01: KPMG Consulting has requested additional documentation from Verizon referencing M&amp;Ps for closeout codes and trouble ticket DLTHs.</p> <p>2/8/01: KPMG Consulting received documentation from Verizon, however it does not include an explanation of the disposition codes. Verizon will check.</p> <p>2/9/01: KPMG Consulting received the requested documentation – under analysis.</p> <p>2/15/01: KPMG Consulting requested additional documentation (data request 102). Verizon will provide the documentation.</p> <p>2/22/01: KPMG Consulting has received the necessary documentation which is under review.</p> <p>3/1/01: No change.</p> <p>3/8/01: KPMG Consulting has completed its analysis and is preparing a disposition report recommending closure of this Exception.</p> <p>3/15/01: No change.</p> <p>3/19/01: KPMG Consulting issued a disposition report recommending closure of this Exception.</p> <p>3/22/01: This Exception is Closed.</p>	
12	Verizon-New Jersey's (VZN-NJ) metrics data archival procedures are insufficient for the Caseworker system.	Closed	Review Complete	<p>01/09/01: Issued</p> <p>1/11/01: Under analysis by Verizon.</p> <p>1/19/01: No change.</p> <p>1/25/01: No change.</p>	NJ Exception Report #12

**New Jersey BPU/Verizon  
Inactive Exception Status Summary as of 4/23/01**

<b>ID</b>	<b>Brief Description</b>	<b>Status</b>	<b>Status Reason</b>	<b>Notes</b>	<b>Additional Documents</b>
	<b>INACTIVE EXCEPTIONS</b>				
				<p>2/1/01: KPMG Consulting has submitted a request to Verizon for additional documentation substantiating the changes outlined in their response.</p> <p>2/8/01: A conference call will be held to clarify what documentation can be made available to KPMG Consulting on this issue. Verizon will then provide the documentation to KPMG Consulting for review.</p> <p>2/15/01: As a result of the above mentioned conference call, Verizon stated they would provide additional documentation by COB 2/16.</p> <p>2/22/01: KPMG Consulting received and reviewed the documentation in question, which proved sufficient. KPMG Consulting will prepare a closure statement on this Exception.</p> <p>3/1/01: After a review of the documentation provided by Verizon, KPMG Consulting issued a disposition report recommending closure of this Exception. This Exception is now closed.</p>	
14	Verizon-NJ (VZN-NJ) failed to show parity with the retail success rate for the timely closeout of trouble tickets for repairs of Resale services.	Closed	Review Complete	<p>1/12/01: Issued</p> <p>1/19/01: Under analysis by Verizon.</p> <p>1/25/01: Verizon stated that their written response would be issued by 1/26.</p> <p>1/26/01: KPMG Consulting received Verizon's written response and is under review.</p> <p>2/1/01: KPMG Consulting submitted a response to Verizon requesting clarification of issues outlined in their written response. KPMG Consulting is concerned with Verizon's response since this test has been conducted in the same manner in other jurisdictions and has not been a problem previously.</p>	NJ Exception Report #14

**New Jersey BPU/Verizon**  
**Inactive Exception Status Summary as of 4/23/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	<b>INACTIVE EXCEPTIONS</b>				
				<p>2/8/01: Under analysis by Verizon.</p> <p>2/9/01: KPMG Consulting received Verizon's revised response – under analysis.</p> <p>2/15/01: KPMG Consulting requested additional documentation (data request 102). Verizon will provide the documentation.</p> <p>2/22/01: KPMG Consulting has received the necessary documentation which is under review.</p> <p>3/1/01: No change.</p> <p>3/8/01: KPMG Consulting has completed its analysis and is preparing a disposition report recommending closure of this Exception.</p> <p>3/15/01: No change.</p> <p>3/22/01: KPMG Consulting issued a disposition report recommending closure of this Exception. This Exception is Closed.</p>	
15	The testing of Verizon New Jersey (Verizon-NJ) CSR Accuracy by KPMG Consulting has resulted in a 18.2% error rate.	Closed	Review Complete	<p>1/12/01: Issued</p> <p>1/19/01: Under analysis by Verizon.</p> <p>1/25/01: KPMG Consulting will commence retesting the in the next week or so. . This retest will be conducted in tandem with a retest of issues in Exception #6.</p> <p>2/1/01: KPMG Consulting retest is in progress in conjunction with the retest of the issues covered in Exception #6.</p> <p>2/8/01: No change.</p> <p>2/15/01: No change.</p> <p>2/22/01: No change.</p> <p>3/1/01: No change.</p> <p>3/8/01: KPMG Consulting is reviewing the retest data.</p> <p>3/15/01: No change.</p> <p>3/22/01: KPMG Consulting issued a disposition report recommending closure of this Exception. This</p>	NJ Exception Report #15

**New Jersey BPU/Verizon  
Inactive Exception Status Summary as of 4/23/01**

<b>ID</b>	<b>Brief Description</b>	<b>Status</b>	<b>Status Reason</b>	<b>Notes</b>	<b>Additional Documents</b>
	<b>INACTIVE EXCEPTIONS</b>				
				Exception is Closed.	
16	KPMG Consulting has received late Billing Completion Messages (BCMs) on orders submitted to Verizon-NJ.	Closed	Review Complete	<p>1/12/01: Issued</p> <p>1/19/01: Under analysis by Verizon.</p> <p>1/25/01: Verizon stated that their written response would be issued the week of 1/29.</p> <p>2/1/01: KPMG Consulting is reviewing Verizon's written response.</p> <p>2/8/01: KPMG Consulting stated that a disposition report was being draft recommending closure of this exception.</p> <p>2/9/01: After review of Verizon's response and additional data analysis, KPMG Consulting issued a disposition report recommending closure of this Exception. This Exception is now closed.</p>	NJ Exception Report #16
17	Verizon-New Jersey (VZN-NJ) is reporting the denominator for PO-2 incorrectly and in an inconsistent format.	Closed	Rescinded	<p>1/29/01: Issued</p> <p>1/30/01: This Exception was rescinded and re-opened as Observation #83. This Exception is Closed</p>	NJ Exception Report #17
18	Verizon-New Jersey (VZN-NJ) is not calculating the Collocation Performance (NP-2) metrics according to the New Jersey Carrier-to-Carrier Guidelines Performance Standards and Reports (May 2000).	Closed	Review Complete	<p>1/31/01: Issued as result of the closure of Observation #71. KPMG Consulting identified a criteria that would be "not satisfied" as a result of this issue. Therefore the Observation is escalated to an Exception.</p> <p>2/1/01: Under analysis by Verizon.</p> <p>2/8/01: Verizon is drafting their written response.</p> <p>2/9/01: KPMG Consulting received Verizon's response, which is under review.</p> <p>2/15/01: KPMG Consulting is awaiting January data for review.</p> <p>2/22/01: No change –discussion suspended.</p> <p>3/1/01: January data received and under review.</p> <p>3/8/01: KPMG Consulting has completed its analysis</p>	NJ Exception Report #18

## New Jersey BPU/Verizon Inactive Exception Status Summary as of 4/23/01

[illegible]